

**Service & Repair Notes (SRN)****Bulletin****Technical Information**

Government & Enterprise Mobility Solutions - GEMS  
1301 E. Algonquin Rd.  
Schaumburg, IL. 60196

**SRN: S-0184A****APC: 509****DATE: Jan 2006****Informational Only**

**SRN S-0184A notes the following change to SRN S-0184 issued in Dec 2005:** A clarification of the system release software under the "Resolution" section of this document.

**SUBJECT:** 6.X Quantars stop reporting faults after approximately 90 days.

**SYSTEMS AFFECTED:** Pre-6.7 6.X Quantars – All Application Types

**MODEL and OPTIONS AFFECTED:**

- T5365 (All 6.X Quantars prior to rls 6.7)

**SYMPTOMS:**

1. The Quantar Base Station will stop reporting faults after approximately 90 days. This time may be reduced depending on 1) the number of times the Internal or External Reference has been removed and replaced and/or failed and recovered, and 2) the number of times the Frequency Reference type is changed. This time will never exceed 100 days.
2. When a station enters this state, it will not report faults to the Site Controller/Manager. In the case of a hardware failure that would normally take the station out of service, the Controller/Manager will not be alerted of the failure, and will continue to assign calls to the station as if it were functioning normally. This may result in reduced coverage and loss of audio.

**CAUSE:**

Software was not releasing memory for a set of buffers correctly. There is no way for the user to check for this condition other than the fact that the station no longer reports faults.

**RESOLUTION:**

Users must upgrade the Quantar software for 6.5 systems to system release 6.05.08 which includes the station application versions for SiteRptrBR\_R06.5x.018 and MsBR\_R06.5x.022.

For 6.3 systems upgrade to system release 6.03.08 which includes the application version SiteRptrBR\_R06.3x.020 and MsBR\_R06.3x.021.

Please contact your Motorola Upgrade Operations representative to upgrade these systems.

Part numbers for these upgrades are KC509C02U000060508 (SiteRptr) and KC509C02Z000060508 (MsBR) and contain software for 6.3 through 6.5 releases.

Alternatively, on a stable system, users may reset the Quantar stations every 60-80 days to prevent this issue from occurring. In the case of a system that has multiple Reference Frequency failures, the reset should be performed more frequently and again when the failures have been resolved.

***This is an informational bulletin only. No reference to warranty is implied, intended or authorized.***